

Facilitation Essentials

- getting results with groups

- ❖ Are you keen to generate meaningful and powerful conversations?
- ❖ Do you need to get everyone on the same page, and keep them on track?
- ❖ Are you dealing with hostile or disinterested participants?
- ❖ Are you anxious before leading a meeting and exhausted afterwards?

This one-day workshop presents the essentials of facilitation in face-to-face group events - team meetings, stakeholder consultations, project workshops, change discussions. It is for leaders (project managers, team leaders, chairpeople, trainers) who want to develop their skills in engaging and motivating people's involvement in projects and events.



	Engage		Energise		Get Traction
✓	Design for clarity and purpose	✓	Excite and inspire participants	✓	Create alignment between diverse stakeholders
✓	Get buy-in to a shared purpose	✓	Generate spirited interaction and robust conversation	✓	Deal with difficult people
✓	Build dialogue - finding common ground	✓	Deal with the 'unknown'	✓	Manage negativity and cynicism

About Ian Colley



Ian Colley from *Make Stuff Happen* draws on his practical experience over twenty five years conducting hundreds of facilitated events for clients in government, business and community settings. He commonly deals with tricky issues – building common ground between diverse interests, solving difficult problems, creating clarity about uncertain futures. The course also builds on Ian's training experience at the University of Technology Sydney since 2005, teaching the Certificate IV Training and Education and Diploma of Management – creating learning experiences that are lively, practical and inspiring. Ian currently chairs the Orica Botany Liaison

Committee, Port Enfield Community Liaison Committee and the Taralga Wind Farm Community Liaison Committee. He also chaired the Barangaroo Construction Community Liaison Committee.

You will get

Pre course survey to establish your specific needs and interests, and address your specific facilitation challenges. A 40 page workbook that covers essential topics, tools and tips.

Email Ian to receive the link registration link: ian.colley@makestuffhappen.com.au

What participants say

"Practical, experiential, active, purposeful, professional, well balanced" Carli Leimbach

"Simple, short and straight!!!" Catherine Colbran, TAFE NSW

"High level of participation and interaction" Jennene Griffiths, FACS NSW

"Excellent, well done" Raquel Carvajal, FACS NSW

"Structured, yet practical, a fun way to learn" Angela The, Cochlear



Course detail

The 'why' of facilitation

- The power of the group
- Roles and skills of facilitators
- The language of facilitation
- A simple model – from conversation to dialogue
- The fundamental distinction between content and process. Why facilitators don't have to be subject experts
- Balancing the known and the unknown

Planning and preparation – the three P's

Purpose

- Design for purpose - starting with the end in mind
- Writing a purpose statement that is powerful
- Managing the tension around purpose - too sharp or too loose?
- Registering the probable issues

People

- Catering to different preferences and styles
- Who should be in the meeting?
- Difficult people
- Getting 'buy-in' and ownership of the content

Process

- Managing the uneasy marriage of Purpose and People
- Designs for generating spirited involvement and robust interaction, using experiential techniques (multiple tools and tips)
- Generating and sorting multiple ideas
- Prioritising choices
- Problem-shaping and problem-solving

Creating agendas using planning templates for (almost) all meetings

Skills for Doing It

The First Hour – warming up (to the facilitator, each other, the topic, the culture and tone of the meeting, sharing and moving)

QALINTO – essential skills for Doing facilitation

1. Questioning – good and great questions, dealing with silence, asking the dumb questions that explore hidden assumptions or expose 'the elephant in the room'
2. Active Listening – an intensive focus on listening skills
3. Generating INTeraction - encouraging different voices and opinions without wasting time, modulating the 'dominators', Building dialogue between participants and finding the common ground
4. Observing - monitoring the pace and quality of the discussion, keeping everyone involved and on track, managing time.

Digging deeper

- Assertiveness, and harnessing conflict for positive good
- Decision-Making
- Creating group meaning - synthesising and summarising
- Noticing and shifting patterns of behaviour that support or hinder interaction

Following up and following through

- Getting traction from your meetings
- Shaping 'artefacts' that create a memorable legacy from the meeting